

## **Mark A. Garrigan**

Houston, Texas /  
garrigan69@gmail.com /

### **Seeking**

UX / UI Senior Designer / Product Manager / Product Design

A position that utilizes my experience with problem solving, analysis, design, user experience and usability. I'll lead the design process from initial interviews through final delivery. Let me gather requirements and rapid prototype/wire-frame to build consensus with the stakeholders. I'll iterate and deliver for our user. I'll work tightly with the development team. Put me to work creating a successful, dominant product. Front line work with long-term strategy and design.

### **Professional Experience**

*Western Governors University Austin, Texas 2020-Present*

*Assessment Innovation Architect/Senior Technology Strategist*

- *Works directly with Executive and Management level to capture new platform vision and translate it to deliverable milestones*
- *Serves on Assessment Modernization Committee to establish policy and platform tenets*
- *Researches future technologies and make recommendations on how best to use technologies such as VR and AI*
- *Serves as domain expert for new authoring system for new learning platform*
- *Works with UX to support design-driven approach to new assessment results and learner experience*
- *Engages Accessibility team to ensure what touches both students and faculty and what technology we acquire is accessible to all*
- *Coordinates experience goals with stringent university Accessibility team and our standards*
- *Facilitates understanding of current Artificial Intelligence (AI - I had to say that in case) as it relates to corporate A.I. Governance.*
- *Drives process from requirements to vendor selection of enterprise-wide technology solutions*
- *Integrates considerations at the support level as it affects program experience and new technology for students and faculty*
- *Champions and contributes to centralized documentation as part of the team to streamline processes and considerations around enterprise*

### *wide technology solutions*

- Choreographs with Procurement as vendors and potential new vendors engage and are reviewed for selection
- *Leads stakeholder engagement across colleges to review new technology through the lens of a long-term yet scalable solution for the enterprise*

### *Pearson Education Austin, Texas 2014-2020*

#### UX - Interaction Designer

##### - Pearson Clinical Assessment

- Designs mobile solutions interpreting psychological assessment testing and instruments to electronic format from paper.
- Researches, prototypes, leads stakeholders and directly creates design solutions for clinical assessment tools aimed at learning disabilities and intervention planning with children.
- Assist writing test plans, facilitates user testing, observe and participate in user testing.
- Participate in global planning and execution of unified design branding and strategy for global product suite of assessment tools and web.
- Contribute and drive efficient process improvements: scrum board development, design and annotation templates, Axure widget library and streamlined the governance approval process.

##### - Pearson School Assessment

- Design a reporting suite for enterprise and state-level solutions.
- Present an efficient workflow to ensure both interim and summative reports are consumable at State, District, School and Classroom level.
- Prototype reporting solutions to present to stakeholders which meets immediate needs while remaining scalable as the client and user grows.
- Assist writing test plans, participate in user testing.

### *University of Phoenix / Apollo Group Tempe, Arizona 2004-2013*

#### Lead Design / Senior Systems Analyst - Access & Identity Management / Information Security 2007-2013

- Design enterprise-monitoring software to merge web-based applications with useable reporting.
- Design and drive enterprise-wide Access and Identity Management web-based suite of solutions aimed at remaining scalable for the evolving needs of the company, including a mobile presence and administrative and audit user interfaces.
- Perform user task analysis and heuristic reviews, user stories, personas, story boarding through wireframe, utilize prototype or visual design mock-ups to build consensus.

- Communication liaison within department bridging teams to guide standard documentation efforts as well as process improvements.
- Reconcile system reporting to pass internal audit points for compliancy.
- Compose and proof monitoring reporting documentation within Operations department.
- Assess and analyze process documentation within Hosting Compliance Department.
- Write and edit Corporate Operations' reports aimed at compliance with regards to Sarbanes-Oxley (SOX).
- Serve on the Green Team Committee focused on eco-friendly business initiatives. Develop and maintain internal brand ID. Chair of Marketing/Communications subcommittee. Design and manage internal creative collateral.
- Serve on the Senior Round Table Committee to ensure department team connectivity. Develop and maintain internal brand ID. Serve as member of Marketing/Communications subcommittee. Visual design lead for internal creative efforts. Serve on ITSM Communications Committee.
- ITIL v3 Certified (Pilot Program)
- Experience working within a development team utilizing Agile software development.
- Develop and implement internal marketing strategy for application release, roll-out and branding.

#### *Lead Design / Systems Analyst - eCampus 2004-2007*

- Create eCampus user-centric design for both student and faculty members.
- Evaluate and analyze existing UI and design/prototype efficient user-friendly solutions.
- Recommend improvements in Software Development Life Cycle.
- Communicate between teams of developers, business analysts, project managers, marketing, business owners, users and executives.
- Push design efforts to consistently utilize current branding.
- Design within CSS Skinning Project aimed at repackaging and repurposing educational assets.
- Design unique internal and external branding ID including: eBook, AIM, Round Table, Green Team, Swarm and Information Security division.
- Design web-based applications touching multiple universities including over 50,000 students and faculty members.
- Champion corporate usability testing, web standards, corporate style guide and worked on the early stages of Integrated Classroom while retaining focus on User Experience (UX).
- Serve on Baseline Desktop Committee as Macintosh representative.

#### *Aerotech Laboratories, Inc. Phoenix, Arizona 2001-2003*

##### *Creative Director*

- Direct and motivate a small team of designers for all creative work, plus hands-

on lead design.

- Design for web and print, package and all identity.
- Create from brainstorm to completion.
- Spearhead company's first efforts with: product catalog, calendar, magazine, t-shirt design, mouse pads, application GUI, web-based tech tips, interactive CD-ROM, 3-prong ad campaign, trade show booths, media packaging, video production support and all corporate branding.
- Serve as Art Director/ Photographer for all creative efforts.
- Build, create, manage and oversee Creative Department. Manage and purchase department assets.
- Design all corporate web endeavors and oversee delivery in conjunction with development team and IT Director.
- Coordinate all creative efforts with Marketing to help retain company's leadership role in the industry.
- Write and edit marketing copy.

### ***Education***

1996-2000 Arizona State University Tempe, AZ Masters of Fine Arts English / Creative Writing

1992-1996 University of Wisconsin Madison, WI Bachelor of Arts English / Creative Writing

1988-1990 Northeast Wisconsin Technical College Green Bay, WI Associate Degree Electronics

### ***These are the Qualifications***

Excellent communication skills.

UX and UI design. Analyzes design needs distilled from listening to end-users, customers, business owners and other requirements. Practiced in engaging artful, interactive, creative visual design. Draws on usability and process improvement skills focused on efficiency. Motivational manager/mentor when needed. Bridges the gap between creative design concepts and the challenges of the web, print and other medium. Digital photography. Experienced writing and editing proposals, grants and compliance documentation as well as marketing content. Posses the ability to establish business relationships and work across the org chart to build consensus, focus and understanding on any project.

Team builder.

Not afraid to study.

Not afraid to learn.

### ***Oh, and Casual Affiliations***

UPA Usability Professionals Association

NAPP National Association of Photoshop Professionals

### ***Most of the Software I've Visited***

Photoshop, Axure, Keynote, Sketch, Microsoft Office, Illustrator, AfterEffects, Unity, InDesign, Survival skills with: HTML, ASP, DHTML, Javascript, Sharepoint and UI frameworks.